



Work Instruction (WI)

DIRECTIVE NO. 270-WI-5330.1.1B
EFFECTIVE DATE: November 2, 2009
EXPIRATION DATE: November 2, 2014

APPROVED BY Signature: Original signed by
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TITLE: Division

COMPLIANCE IS MANDATORY

Responsible Office: Code 270/Information and Logistics Management Division

Title: Project Parts Inventory Management

PREFACE

P.1 PURPOSE

This document contains procedures for personnel providing electrical, electronic, electromechanical (EEE), flight fastener and special parts support to the Goddard Space Flight Center (GSFC) and other NASA Center programs and projects. Instructions contained in this document incorporate standard GSFC supply processes. These procedures affect the functions of Research and Cataloging, Inventory Management, Procurement, Receiving and Warehousing for in-house and out-of-house projects.

P.2 APPLICABILITY

This procedure applies EEE parts and mechanical hardware purchased and stored for space flight projects and ground support systems that are covered under the scope of the Goddard Space Flight Center (GSFC) Management System (MS) Policy. These products are managed by the Code 273 Supply and Equipment Management Branch and supported by the Project Parts Section of the Code 279 logistics services contractor.

P.3 REFERENCES

- a. NPR 4100.1, NASA Materials Inventory Management Manual
- b. ANSI/ESD S20.20 Standard for the Development of an Electrostatic Discharge Program
- c. GSFC-WM-001, Workmanship Manual for Electrostatic Discharge Control
- d. 541-PG-8072.1.2, GSFC Fastener Integrity Requirements
- e. GSFC Form 20-75, Authorization to Use AMMS
- f. 270-FORM-0127, Manual Issue Document
- g. 270-FORM-0130, EEE Parts Requisition Form
- h. Memorandum of Agreement
- i. Inspection Data Files

P.4 CANCELLATION

270-WI-5330.1.1A, Project Parts Inventory Management

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P.5 TOOLS, EQUIPMENT, AND MATERIALS

There are no special tools, equipment or materials required to perform the instruction.

P.6 SAFETY PRECAUTIONS AND WARNINGS

None

P.7 TRAINING

Certification is required in order to handle any material classified as Electrostatic Discharge Sensitive (ESDS), as guided by GSFC-WM-001, Workmanship Manual for Electrostatic Discharge Control.

P.8 RECORDS

Record Title	Record Custodian	Retention
EEE Parts Requisition Form	Material Coordinator	*NRRS 1/94A – Destroy 2 years after completion or cancellation of the requisition.
Project Support Agreements	Code 273 Supply Team Lead	*NRRS 8/103 – Destroy/delete between 5 and 30 years after program/project termination.
Inspection Data Files	Project Parts Warehouse Supervisor	*NRRS 8/103 - Destroy/delete between 5 and 30 years after program/project termination.

*NRRS – NASA Records Retention Schedules (NPR 1441.1)

P.9 METRICS

None

P.10 DEFINITIONS

None

P.11 ACRONYMS

- a. AMMS – Advanced Materials Management System
- b. EEE – Electrical, electronic, and electromechanical parts
- c. MC – Material Coordinator

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INSTRUCTIONS

In this document, a requirement is identified by “shall,” a good practice by “should,” permission by “may” or “can,” expectation by “will,” and descriptive material by “is.”

1. Functional Overview

The Project Parts Section (Code 279) is responsible for supply activities related to EEE parts, flight fasteners, and special parts support throughout all phases of design, development and construction of GSFC instruments and satellites. Programmed projects and un-programmed project requests include:

- a. Verifying funds availability and assisting projects with accounting issues.
- b. Identifying and cataloging materials for engineering and space-flight instruments.
- c. Processing customer material requirements for new and established items.
- d. Purchasing material and services in a timely manner consistent with NASA requirements.
- e. Controlling stores stock, residual stock, and program stock inventories to ensure stock balances are accurate and customer requests are promptly processed.
- f. Procuring material in the quantity needed to ensure that stock is on-hand and available for issue when the customer requires it.
- g. Tracking and monitoring spaceflight-qualified materials through the procurement, testing, and issuing processes.
- h. Receiving, inspecting, and processing procured material for stock or direct turnover.
- i. Storing and issuing material.
- j. Maintaining ESD parts facilities Building 16W at GSFC in accordance with GSFC-WM-001.
- k. Maintaining Flight Fastener inventory in accordance with Fastener Integrity Requirements guideline 541-PG-8072.1.2.

2. Project Support Agreements

Initial requests for parts support for programmed projects will be reviewed by Codes 273 and 279 to determine project requirements and support capabilities. Code 273 will develop, in coordination, with the requesting activity, a project support agreement to serve as the basic outline for the services to be provided. Project support agreements may be in the form of an email and should include:

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- a. Primary Points of Contact
- b. The roles and responsibilities of the participating organizations
- c. Type of material to be provided (i.e., hardware, electronic)
- d. Support time frame
- e. Applicable parts testing information
- f. Minimum buy instructions
- g. Funding and Financial Accounting String for both procurement and labor charges

When programs/projects request support that is of a onetime only nature or is such that the effort required to fulfill their needs is very minimal, Code 279 will provide the support without an official documented support agreement. These unprogrammed projects are still required to provide parts and labor funding and submit their requests in the same manner as programmed projects.

3. Program/Project Support

All programs/projects requesting support may submit requests for parts to the Project Parts Section using 230-FORM-0130, EEE Parts Request form. All requests must contain the project name, part numbers, noun, nomenclature, unit of issue, quantity required, estimated cost, funding information, and applicable special notes for quality assurance.

4. Mechanical/Fasteners Support

Customers needing mechanical parts may request those items using a 230-FORM-0130 or via an email to the Fastener Material Coordinator.

5. Documentation

Documentation related to a manufacturer's compliance to quality assurance requirements, special data packages and contracted testing results on parts purchased for stores, program, and residual stock will be maintained by the Project Parts Section. Documentation will be scanned and filed by stock number for mechanical parts and by project line item number for EEE parts. The hard copies will be maintained until a determination is made that such documentation is no longer required. Copies of Certificates of Compliance will be made available, upon request. Requests to review data will be scheduled by the Material Coordinator. Original data packages will not be removed from the Project Parts Section.

6. Inventory Management

This section contains procedures applicable to the determination of requirements for stock, stock control management, and monitoring procurement, receipt, storage, issue, usage, and disposal of material inventories managed by the Project Parts Section.

6.1 Responsibilities

The Project Material Coordinator (MC) is responsible for processing customer requirements, inventory management, maintenance of the accountable records, and inventory accuracy. The MCs duties include:

- a. Serving as the central point of contact between programs/projects and Code 279.
- b. Inputting customer orders.
- c. Validating that customers have an approved GSFC 20-75 on file and are authorized to spend money from the funding account provided on their request form.
- d. Establishing Stock Control Levels (SCL) based on usage requirements and customer input.
- e. Review daily minimum/maximum report to validate customer orders and stock replenishment.
- f. Managing stock/customer-order material due-ins and due-outs (DDIs/DDOs), including modifying requirements, expediting, resolving discrepancies, and processing administrative receipts.
- g. Auditing data applicable to stock level maintenance.
- h. Managing priority orders, including validation, customer status, and follow-up.
- i. Reconciling data discrepancies identified by the Advanced Materials Management System (AMMS) and the Offline database.
- j. Identifying and managing unserviceable and excess inventory and scrap in accordance with direction from Code 270.
- k. Processing items to and from testing and ensuring strict accountability and separation of specific lots, failed parts, etc.
- l. Assisting in the Physical Inventory Program for all applicable stocks.
- m. Researching and reconciling variances between physical inventory counts and recorded balances on a scheduled basis or daily, as required.
- n. Processing customer returns to stock and, if applicable, issuing credit to customers.
- o. Adjusting inventory balances and preparing justification, as required, to maintain record and physical stock integrity, including researching Warehouse Refusals.
- p. Reconciling the financial accounting string balances and tracing customer orders, when requested.
- q. Process supply management reports, as needed.

The MC must utilize the full range of technical, analytical and administrative data maintained within the AMMS and Offline databases to support customers and Code 279 management and operational requirements. In addition to data available through assigned inquiry screens and data elements referenced on update screens, assistance in resolving/obtaining technical data may be requested from the Code 279 Information Systems Section.

6.2 Update Authority

To ensure proper discipline is maintained between the various supply sections, access and user capabilities to the AMMS and Offline databases will be provided by the Information Systems Section upon request by the Supply Branch Manager or the Material Coordinator Team Lead.

6.3 Walk-through Requests for Store Stock

Customers who need items from the mechanical/fasteners stores stock inventories immediately may hand carry a request form to the Fastener MC for processing. The MC shall process customer walk-through orders, ensuring that the appropriate transactions are processed in AMMS and documentation is filed properly.

6.4 Kitting

Kitting is defined as the bagging or packaging of program/project materials for shipment. Kitting parts for delivery, in support of projects, is routine. When a project requests the delivery of components for an instrument, the MC shall:

- a. Notify warehouse personnel of the requirement and coordinate a time for kitting.
- b. Prepare a parts listing of all items to be pulled from stock, process and forward to the warehouse personnel.
- c. Reconcile discrepancies, as required.

6.5 Monitoring Stocked Material

The MC is responsible for controlling records and accurate data on transactions effecting flight qualified inventories from time of receipt through delivery to the customer. All project material shall be tagged with identifying part number, date lot code and manufacturer. Once tagged, the information shall be maintained in the inventory database.

6.6 Returns to Stock

6.6.1 Mechanical/Fastener Returns

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Due to the sensitivity and cost which effect flight-qualified mechanical parts, returns to stock will not be routinely accepted. Requests for credit and returns to stock will be processed on a case-by-case basis. Code 273 will resolve all disputes regarding the acceptance of a return to stock.

6.6.2 Program/Project Inventory Returns

Programs/projects often return materials which were kitted but not used. Upon request from the owning program/project, EEE parts will be returned to inventory.

When a return to stock has been approved, a Pick-up/Delivery Ticket for the material will be generated by the MC for return of the material to the Project Parts Facility, if necessary. Parts may also be returned by customers to the MC. All returned parts must be accompanied by an inventory list of the items being returned. Once the returned material is delivered to the Project Parts facility, the returned material shall be checked for completeness. The MC or Receiving Inspector will determine if the material is acceptable for restocking and transactions affecting the inventory shall be processed. When the inventory transactions are completed the MC shall notify the warehouse to place the material back in location and, in the case of mechanical/fastener parts, the customers funding account will be credited for the value of the returned parts.

6.7 Manual Issue Transaction

Occasionally it will be necessary for the MC to prepare a manual issue document, 270-FORM-0127, to issue material from inventory. Manual issues are typically only performed when the databases are unavailable to process a customer request through the normal channels. When necessary, the MC will prepare an Issue Document, obtain the necessary approvals, and provide the Issue Document to the Warehouseman for material distribution. All Issue Documents must be approved by the Supply Branch Manager or Material Coordinator Team Lead. The MC that initiated the Issue Document is responsible for ensuring that the proper transactions are processed in AMMS or Offline to accurately reflect the distribution of materials.

6.8 Minimum and Maximum Stock Levels

Minimum and maximum stock levels are set by the MC and are based on customer usage of the material, end user input, and direction from the Government. When min/max levels need to be adjusted, the MC will generate demand history information from AMMS for the parts in question and recommend new levels to the MC Team Lead. Min/max levels will be reviewed during each replenishment of stock occurrence, at a minimum. All changes to min/max levels will be reviewed and approved by the MC Team Lead or the Supply Branch Manager.

6.9 Stores Stock Inventories

Code 279 is required to conduct periodic inventories of all mechanical/fasteners stock on hand. At a minimum, every item in the Project Parts inventory will be counted at least once every five (5) years. The purpose of this is to determine record accuracy and to identify any problems in record keeping

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procedures, material identification, receipt processing, issues, and document control. Inventories will be conducted in accordance with NPR 4100.1.

6.10 EEE Parts Inventory

Program/project inventories will be inventoried on an as-needed basis or at the request of the owning program/project in accordance with NPR 4100.1. Space-flight qualified material will be inventoried using guidance obtained from the Office of Systems Safety and Mission Assurance. Only ESD trained personnel will perform inventory counts. ESD procedures will be used in handling, re-packaging and re-labeling material. The program/project MC is responsible for ensuring that the AMMS and Offline databases are updated appropriately to reflect inventory counts.

6.11 Location Survey

Accurate location records are vital to the success of a physical inventory. A location verification will be performed before a physical inventory of materials begins. The MC will use the following procedures to conduct a location survey:

- a. Designate the location to be surveyed, e.g. TE1.
- b. Notify appropriate personnel of pending location survey and suspend processing of transactions to the area being surveyed to the extent possible.
- c. Examine each bin location in the area being surveyed and do the following using a listing from the inventory program executed by the MC:
 - (1) Use a check mark to indicate that the stock number, unit of issue, and location are correct.
 - (2) If material is found in a location that is not recorded on the list, handwritten the location, part number and stock number (if available) on the list.
 - (3) If no material is found for a recorded location, note on the list that the location is empty.
 - (4) Enter a location transaction for all location file adds/deletes/changes.

7. Residual Stock

Residual stock is stock remaining at the end of a project that can be issued out to any program or project customer on a first come, first served basis. The Project Parts Section will work closely with Code 562 to identify candidates for residual stock and coordinate the distribution of those items.

7.1 Converting Program/Project Stock to Residual Stock

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When a program/project has determined that they no longer need the items remaining in inventory for their project, they will notify Code 279 that the material can be reclassified as residual stock. Reclassifying program stock to residual stock requires the approval of the Code 562 Parts Lead or Branch Manager. Upon approval, Code 279 will reclassify program stock to residual stock and issue those items out to requestors as requested. The requesting organization must pay for the labor charges associated with processing residual stock requests.

7.2 Acceptance of Residual Stock

When a program/project notifies the Project Parts Section that they have parts purchased by another entity that they want added to the Code 279 residual stock inventory, Code 273 and 279 will review the item list and meet with the customer and Code 562 to determine if the parts are usable and will be accepted into inventory. When parts are deemed acceptable, the customer must provide Code 279 with a list that contains the description, part number manufacturer quantity and value of each item. It should also include any certifying paperwork available. Once the parts and the corresponding list are delivered to Bldg 16W, the MC will work with the Project Parts Warehouse Supervisor to physically put the parts away and add them into the inventory records.

7.3 Inventory, Maintenance and Disposal of Residual Stock

Residual stock inventories will be maintained by the MC in the inventory database or in the case of older items within a series of spreadsheets. These inventories will be available for review by customers. Residual stock which has been in inventory for 3 years or longer without an issue will be reviewed by the MC. The MC, Supply Branch Manager, and Code 562 will review inactive items to determine which ones are no longer usable. Items deemed no longer usable will be excessed.

7.4 Issuing Residual Stock

All residual stock is issued free to the customer with any available documentation. Excessive shipping charges will be the responsibility of the customer. Issue records for residual stock will be maintained by the MC either in the database that houses the inventory records or in the case of the older materials, via a spreadsheet.

8 Disposition and Reporting of Non-Conforming Material

When products or services within the [scope of the MS](#) are found to not meet specifications, a major or minor Nonconformance Report (NCR) is prepared following the general guidance provided by [GPR 5340.2](#) and the provisions of this section. Typical examples of major nonconformances that must be reported include the results of damage discovered during storage and issue, defective services that result in damage, customer complaints and discrepancies found as a result of audits. Systematic and pre-launch product nonconformances require corrective action determination and implementation in accordance with GPR 1710.1. Minor nonconformances are those discrepancies that do not meet the thresholds described above, but do require careful consideration and, in some cases, follow-up action. Examples of minor non-conformances are simple kind and count receiving

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discrepancies, missed delivery dates which have no operational impact and minor deviations from internal processes or specifications which have no effect on the quality or timeliness of final product delivery. This applies to Code 270 personnel as well as individuals or organizations that provide equipment or services to Code 270 and covered by the scope of the MS.

8.1 Nonconformance Management

8.1.1 Systematic Nonconformances

The overall Nonconformance Lead (NCL) for the activities in this work instruction is the Code 273 Supply and Receiving Team Lead. The NCL serves as the principal point of contact within LMD responsible for the management and proper functioning of the nonconformance process in that functional area, provides technical oversight and identifies nonconformance trends that may require changes to existing policies or procedures, and reports significant issues to higher management. The NCL is also responsible for reviewing and processing Nonconformance Reports (NCRs) received from any source as well as directing and documenting corrective actions taken in response to NCRs. The primary documentation for these activities shall be created in the automated [Audit/NCR System](#), which is accessed via the GSFC MS website.

8.1.2 Pre-Launch, Product Nonconformances

Pre-launch product nonconformances shall be documented in the [PR/PFR system](#). PR/PFR numbers shall be cross-referenced on the applicable Work Order Authorization (WOA) in accordance with GPR 5330.1 and GPR 4520.2. Until such time as software is integrated with hardware, software nonconformances shall be documented in controlled local systems if the PR/PFR system is not used. Unless otherwise specified by the project Product Design Lead (PDL), Code 270 personnel will input to the PR/PFR system as a "Guest User". Any follow-on actions will be directed on a case-by-case basis by the PDL.

8.1.3 Minor Nonconformances

There is no single method for documenting and dispositioning minor nonconformances. All minor nonconformances shall be recorded in an approved record, and, the cognizant supervisor or manager shall review the documentation and determine the most appropriate disposition. In those instances when a close out action is necessary, it will also be annotated in an approved record. In the case of this work instruction, nonconformances are primarily discovered during actual Procurement of Project Parts, Greenbelt, operations.

8.2 Systematic Nonconformance Initiation and Disposition

After the NCL reviews an NCR, the NCL shall request and/or develop disposition recommendations. For most shipments, this will be an internal process. In the case of services provided directly under the direction of operational Projects, the appropriate Project personnel shall be consulted. In some cases, the

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Project may assume control of the Audit/NCR process. In those cases, the NCL will update the NCR to show this transition. In all other cases, the NCL shall lead the NCR disposition process.

Once the review is complete, the NCL shall input the disposition into the Audit/NCR System. In cases where policy may be affected, the LMD management shall be consulted prior to completing the disposition process. If no corrective actions are required, the NCL shall close out the NCR.

8.3 Systematic Nonconformance Corrective Actions

If resolution of the NCR involves initiation of corrective action, the NCL shall continue to update the NCR with Root Causes, Actions Taken and Remedial Actions if and when they are part of the corrective action process. Upon completion of all corrective actions, the NCL shall close out the NCR. In some cases corrective actions will point to other nonconformance issues that need to be resolved. If this happens, the NCL shall create a follow-on NCR, and the process will begin again.

CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
SOP Baseline	July 1997	
A	22 Oct 99	<ul style="list-style-type: none"> - Page 1, Paragraph 1, line 2 – Delete “metric” - Page 1, 10.1 Responsibilities, line 2 – Delete “metric” - Page 1, 10.1 Responsibilities, bullet 4, change to “Controlling stores stock, residual stock, and program stock inventories to insure stock balances are accurate and customer requests are promptly processed.” - Page 1, 10.1 Responsibilities, bullet 9, change to “Maintaining electrostatic discharge sensitive (ESD) parts facilities in Building 16W at GSFC in accordance with NASA-STD 8739.3. - Page 2, line 4 – change “A Contract Administrator” to “a mechanical technician”. - Page 2, line 5 – Change “a Inventory Manager”, to “two Inventory Mangers” - Page 2, second box, add Inventory manager to “(2), add “Mechanical technician (1), Warehouse Personnel (1), Inspectors (2)” - Page 2, Delete lines 10-11 beginning with “Code 235 will...” - Page 2, 10.3 Support Agreements, line 1 delete “EEE parts, metric flight fasteners or other special” - Page 2, 10.3 Support Agreements – Change 2nd bullet to read “Type of material to be provided (i.e. hardware, electronic). Change 3rd bullet to read “Support timeframe”, Insert bullet to read “Applicable parts testing information”. - Page 3, 10.3 Support Agreements - Add bullet at the end to read “Primary Points of Contact” - Pages 3-8 Deletes Sections 10.7 through 10.7.13 - Page 8, Change Inventory Management to 10.7 - Page 8, Change Responsibilities to 10.7.1 - Page 8, Responsibilities – Change bullet 3 to read, “Review daily min/max report to validate customer orders and stock replenishment. - Page 9, Responsibilities – Change bullet 16 to read “Process supply management reports, as needed” - Page 9, Delete Section 10.8.3 through Section 10.8.4 - Page 10, Delete Section 10.8.8

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Revision	Effective Date	Description of Changes
A	22 Oct 99	<ul style="list-style-type: none"> - Page 11, 10.8.9 – Change to Section 10.7.6 Kitting, and delete bullet 3. - Page 11, Delete Section 10.8.10 - Page 11, Delete Section 10.8.12 - Page 12, Section 10.8.14 Change to 10.7.9 Rejected Customer Orders and delete last paragraph beginning with “Rejects produced by the system . . .” - Page 12, Delete Section 10.8.15 - Page 12, Delete Section 10.8.17 through Section 10.8.18.1 - Page 13, Change 10.8.18.2 Fixed Levels to 10.7.11 Minimum and Maximum Levels. - Page 14, Change 10.8.18.3 Changing Levels to 10.7.12 and have it read, “ When the MC must change a computed level, the new level will be established by adjusting the min/max levels in AMMS. - Page 14 Delete Section 10.8.19 through Section 10.8.25 Local Procurement Expediting - Page 16, Change 10.8.26 to 10.7.13 Processing Parts for Testing and change the 1st bullet to read “Document the removal of the material from service stock to testing. “ Delete bullet number 3 and change bullet number 5 to read “Document the return of material to inventory”. - Page 17 Delete Section 10.8.27 Excess Processing - Page 18, Change 10.8.28.1 to 10.7.15 Project Parts Inventory and delete last paragraph that begins with “The Senior Supply System Analyst . . .” - Pages 19 – 38, Delete through to the end, Sections 10.8.28.3 Special Inventories and Other Adjustments through Section 10.13 Quality Control Process.
B	6/2002	<ul style="list-style-type: none"> - Page 1, Change 10.1 to include “Verifying funds availability and assisting projects with accounting issues. - Page 2, Deletes Section 10.2 Organizational Relationships and Responsibilities - Page 3, Change 10.5 to “EEE parts support” - Delete 20-19 and add, “Fastener requisitions should be submitted via email to Fastener Material Coordinator. - Page 3 Changed 10.6 to “Filed by date”. - Page 4 Change 10.7.1 to “Material Coordinator” (MC) - Page 5 changed 10.7.4 to “filed by document # or line #.

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B	6/2002	<ul style="list-style-type: none"> - Page 7, Delete 10.7.9 Rejected Customer Order - Page 7 Change 10.7.11 to read "Government directed Minimum and Maximum levels are set by the MC" - Page 8 Change 10.7.12 to add "pending management or government counterpart approval - Page 8 Delete 10.7.13 - Page 9 10.7.15 delete references to ESD training - Added information on Residual Stock in section 7.0.
WI Baseline	12/30/02	<ul style="list-style-type: none"> - SOP converted to Goddard Work Instruction (WI) - Change Electrostatic Discharge (ESD) reference from NASA STD-8739.7 to ANSI/ESD S20.20
A	02/04/05	<ul style="list-style-type: none"> • As directed during the FY04 Center Rules Review, the Responsible Office modified this document to remove requirements that were no longer needed and to clearly distinguish requirements from supporting information. Administrative changes were made throughout to correct responsible organization names and codes, and to re-title Goddard Procedures and Guidelines (GPG) to Goddard Procedural Requirements (GPR). • Added Section 8 "Nonconformance Management" • Changed references to "JON" or Job Order Number to "Financial Accounting String" • Added Inspection Data Files to P.3 References and P.8 Records
A	05/14/06	<ul style="list-style-type: none"> • Administratively updated to reflect a change in the owning organization code from 230 to 270.
B	11/02/09	<ul style="list-style-type: none"> • Replaced obsolete references with current ones • Added GSFC 20-75 and 270-FORM-0130 requirements • General update of text to align with current business practices

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